



DEPARTMENT OF THE ARMY
UNITED STATES ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, U.S. ARMY GARRISON-YONGSAN
UNIT #15333
APO AP 96205-5333

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UNITED STATES ARMY GARRISON-YONGSAN (USAG-Y) POLICY LETTER 8-6

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Alternative Dispute Resolution (ADR) Program

1. References:

a. 29 Code of Federal Regulations (CFR) 1614.102(b)(2), Federal Sector Equal Opportunity, 9 November 1999.

b. Equal Employment Opportunity Commission (EEOC) Management Directive 110, 9 November 1999.

c. EEOC Management Directive 715, 1 October 2003.

d. Army Regulation (AR) 690-600, Equal Employment Opportunity Discrimination Complaints, 9 February 2004.

2. The USAG-Y is committed to using alternative methods for resolving disputes in all its operations where appropriate and feasible. The ADR process is essential to resolving civilian and military workplace disputes, and maintaining a productive and positive work environment. In addition, it helps us strengthen our team vertically and horizontally which is one of our priorities. This process, when used in the appropriate circumstances, can significantly reduce the cost of EEO administrative procedures and provide a more expeditious process for resolving discrimination related and general disputes that may arise in the workplace.

3. The ADR program is applicable to all organizations and units assigned to the USAG-Y employing Appropriated and Non-Appropriated U.S. Civilian personnel.

4. The preferred method of ADR throughout the Department of the Army is facilitated mediation with a qualified mediator. ADR emphasizes cooperation in identifying mutual interest and developing creative solutions to resolve disputes. Mediation is a voluntary and confidential process when a neutral third party (mediator)

IMYN-EE

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helps employees come together to talk and decide how to end their dispute. Mediators must be certified and skilled in conflict resolution and have no official, financial or personal interest in the issue at controversy or in the outcome of the dispute. To preserve the integrity of the ADR program, employees will not serve as mediators within their organization. All external ADR support will be coordinated through the USAG-Y EEO Office. Funding for all ADR related cost will be the responsibility of the organization where the complaint/dispute originated.

5. Responsibility and authority for the Garrison's ADR program rest primarily with the EEO Manager. Since all EEO complaints and workplace disputes may not be appropriate for ADR, the EEO Manager will review the allegations and determine whether the claim is one that can be resolved through the ADR process and/or advise the appropriate avenue of redress. Once ADR is offered and the aggrieved elects in writing to participate, it is considered that both parties have knowingly and voluntarily entered into the ADR process. The processing of ADR in discrimination complaints will be conducted pursuant to EEOC and Army Regulations, including ensuring the participation of a management official with settlement authority. ADR information will be incorporated into new employee orientation and EEO training.

6. The Garrison Commander maintains full settlement authority over all monetary settlements. Therefore all proposed monetary settlement agreements will be properly vetted for the Commander's approval.

7. Leaders are responsible for ensuring managers, supervisors and employees have the tools to resolve disputes. This preserves the integrity of the workplace and furthers mission accomplishment. Supervisors, managers and employees have the responsibility to resolve general workplace disputes to enhance productivity and promote harmonious work relationships. U.S. Civilian personnel may submit a request for conflict resolution services from the EEO Office to resolve non-EEO work related issues when these issues adversely affect an organizations' mission accomplishment or moral. However, the EEO Manager will review non-EEO related issues and determine whether the claim is one that could be resolved through the ADR process.

8. The point of contact for the Alternative Dispute Resolution Program is Ms. Anna M. Revere, at Email: anna.m.revere.civ@mail.mil.



MARIA P. EOFF
COL, LG
Commanding

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